

**FORT CARSON
DIRECTORATE OF CONTRACTING (DOC)
STANDING OPERATING PROCEDURE (SOP)
FOR
GOVERNMENT PURCHASE CARD PROGRAM (GPC)**



FEBRUARY 2003

THIS DOCUMENT SUPPLEMENTS THE ARMY SOP DATED, 31 JULY 2002, AND SUPERSEDES PREVIOUS FORT CARSON GOVERNMENT PURCHASE CARD SOPS

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1. **PURPOSE.** To establish and prescribe procedures for the use of the US Government Purchase Card (GPC) for the local purchase of services, supplies, construction as well as food and medical items, when justified.

2. **APPLICATION.** This SOP applies to all Certifying Officers (CO), Alternate Certifying Officers (ACO's) and cardholders (CH) whose Government Credit Card Program is managed by Fort Carson's Directorate of Contracting (DOC).

3. **ACTIVITY IDENTITY AND RESPONSIBILITY.**

a. The Contracting Office will serve as Client Agency and Administrative Official. The Contracting Office will:

(1) Develop and maintain implementing instructions and publicize the program throughout the command and industry via our Public folder labeled DOC.

(2) Coordinate between installation activities regarding participation, cardholder requirements, and requests for credit cards.

(3) Train and instruct participating personnel. Review cardholder records to ensure prevention of waste, fraud and abuse. Review accounts for compliance with guidance.

(4) Delegate purchasing authority by issuing a letter of delegation to cardholders and Certifying Officers.

(5) Compile statistics and prepare reports as required.

(6) Assume overall responsibility of program to include cancellation of accounts as necessary.

(7) Ensure that each CO not ACO have no more than Seven(7) cardholders assigned.

(8) Responsible for establishing refresher training for active cardholders and primary/alternate billing officers.

(9) Responsible for ensuring that adequate management controls are in place and working to provide reasonable assurance that resources are protected from fraud, waste and misuse. In addition to the normal oversight functions the Contracting Office GPC Team, Criminal Investigation Division (CID) and Internal Audits will conduct an annual records review of the program at the unit level to ensure compliance of the program is being met.

(1)

b. Directors and Commanders will:

(1) Request appointments of certifying officers/cardholders through the Government Purchase Card Team using FC Form 68-8(Exhibit 1).

(2) Ensure internal control procedures are in place and oversee the program.

(3) Ensure that adequate management controls are in place and working to provide reasonable assurance that resources are protected from fraud, waste, and misuse.

c. CO/ACO's will:

(1) Coordinate with the GPC Team and budget personnel on requirements and prepare requests for appointment of cardholders.

(2) Establish an internal control SOP designating responsibilities, to include procedures for approval of requests for purchases and budget approval. Ensure adequate procedures are in place to prevent fraud, waste, and misuse. Only one SOP per CO is required.

(3) Comply with procedures for prompt processing of the billing statement and maintenance of cardholder's account.

(4) Take appropriate action to prevent two or more payments for the same transaction.

(5) Implement correct dispute procedures when required.

(6) Take appropriate action to request termination of a cardholder when evidence shows non-compliance with applicable regulations for the use of the GPC Card.

(7) Ensure that all destruction notices are submitted to the GPC team for termination of cards and CO/ACO duties.

(8) Schedule mandatory refresher training with the DOC GPC Team for all CH/CO/ACO's whose last training date exceeds two years.

d. Paying Office will:

(1) Maintain Certifying Officers signature cards and Letter of Delegation.

(2) Input data as required by the entitlements system, (CAPS, CEFMS, etc.). Process the billing statement for payment in accordance with prompt payment act, agency guidelines, regulations, entitlement system procedures, etc.

(2)

e. Cardholder - Person to whom the credit card is issued. The cardholder will:

(1) Comply with internal control guidance as set forth in unit SOP developed by the Certifying Official.

(2) DO NOT split purchases to stay under the \$2500 limit for services and supplies and \$2000 for construction.

(3) Take measures to safeguard the card and ensure that no one else uses the card. The only person authorized to use the card is the person whose name is embossed on the front of it.

f. Merchant/Vendor - Business providing supply, service or construction. The merchant/vendor will:

(1) Provide requested supplies or services promptly and at reasonable prices.

(2) Set up a VISA credit card system access and obtain payment through their banking facility.



4. **SUPPLEMENTAL INFORMATION.**

a. Background. Purpose of the card is to purchase authorized supplies and services at or below \$2500 and construction at or below \$2000.

b. The Government Credit Card has been designated to look different from personal credit cards. It bears the Great Seal of the United States and has the United States of America printed on the face of it. This card is for Official Government Purchases Only and the US Government is Tax-Exempt. The Tax-Exempt Number is J353636

c. The bank will have no personal cardholder information other than the cardholder's work address. No credit records, social security numbers, etc., are maintained.

e. Single Purchase Limit. The single purchase limit is determined by the Cardholder's CO and budget office. This amount can be established up to \$2500 (maximum authorization), for supply and services, \$2000 for construction, \$25,000 per 1556 for training and no limit for the Defense Automated Printing Service (DAPS). This is the purchase limit set by law for micro purchases.

f. Cardholder 30-Day Spending Limit. The CO's in conjunction with the budget office will establish the monthly spending limit (24th to 23rd of the following month). Purchases made that do not show on the statement for that month will be carried into the next billing cycle and will impact on purchase limits for that month.

g. Monthly Spending Limit. The monthly spending limit for the CO is established based on overall cardholder 30-day limit. Should the Cardholder's purchases added together exceed the CO's limit, the purchase will be denied. Changes to these limits must be coordinated with the unit's budget representative and the Directorate of Resource Management (DRM) Office. Permanent requests for limit changes shall be submitted in writing to your budget representative through the DRM office who will then submit to the GPC Team using FC Form 68-9. Temporary limit changes should be submitted by the DRM office to the GPC Team via e-mail.

h. Delinquent Accounts. Once a CO's account becomes 60 days delinquent the bank will suspend the account. No purchasing will be allowed until the delinquent account is paid in full with any interest due.

i. Merchant Identification Codes. Purchases from certain vendors such as Airlines, Travel Agencies, and Bars, are not authorized. If merchant codes delineate one of the unauthorized vendors, the purchase will be denied. Sometimes a legitimate purchase may be denied due to a faulty merchant identification code, this can be corrected with a call to Contracting. Contracting will notify the bank and open the account to that vendor.

j. Government Purchase Card use. The GPC Card shall be used for US Government purchases only. Questions will be answered by the Contracting Office GPC Team, commercial: 719/526-6595, 6597, 4452 or DSN: 691/6595, 6597, 4452.

(4)

k. Disputes. If items purchased or services rendered are defective or faulty, the cardholder shall return the item(s) to the merchant for replacement or attempt to receive a credit for the purchase. If the merchant refuses to replace or correct the faulty item, the purchase of that item will be considered in dispute. The cardholder will complete a Statement of Questioned Item Form and forward the original directly to Card Services (address and fax number is on the bottom of the form).

Cardholders have 60 days to dispute a transaction. **Please note that sales tax is not disputable.** Disputes are the cardholders responsibility and the CO must follow-up on the dispute until resolved.

A handwritten signature in cursive script, reading "G. Brian Foulkes".

G. Brian Foulkes
Director of Contracting

APPENDIX A

CERTIFYING OFFICER INSTRUCTIONS FOR THE US GOVERNMENT PURCHASE CARD

1. **PURPOSE.** To provide CO's/ACO's with instructions on the review and approval of items purchased with the US Government Purchase Card.

2. **APPOINTMENT PROCEDURES.**

a. Prior to the appointment of Certifying Officials and cardholders, involved personnel must attend mandatory training. Attendees will need a training certificate or a letter of delegation confirming training. After completion of the GPC card training, attendees will receive a letter of delegation appointing them as certifying officer or alternate certifying officer/cardholders after the following documents are returned to the GPC Team:

1. Certifying Officer's account set-up form
2. Cardholder's account set-up form
3. Procurement Integrity form
4. OGE 450 Form (if needed)

Note: The above documents are provided during the GPC card training.

b. A written Request (FC Form 68-8, Exhibit 1) for appointment of CO's/ACO's/CH's must be endorsed by the agency's budget representative and the DRM office (which assigns fund cite).

c. After the training has taken place, and the items listed above are submitted to the GPC Team, set-up information will be forwarded to the bank. Cardholders should receive their cards within 10 working days from the date required documents are received by the DOC GPC Team.

d. Certifying officer will be issued an appointment letter and a DD Form 577 signature card. This appointment will authorize the CO to certify the billing statement for payment. The certifying officer is liable for any illegal, improper, or incorrect payment processed as a result of an inaccurate or misleading certification.



3. Responsibilities:

a. To ensure credit card transactions meet the legal requirements for authorized purchases and are approved prior to purchase.

b. Ensure cardholders have adequate documentation for each transaction.

c. Take appropriate action to prevent two or more payments for the same transaction.

d. Follow up on disputes until resolved.

e. Ensure purchases are not split.

f. CO is to develop internal control procedures (unit/activity SOP Exhibit 2). The unit/activity SOP should establish procedures for: identification of cardholders and spending limits; establish purchasing procedures; fund approval; valid authorizations; card security; procedures in the COs and cardholder's absence; reconciliation procedures; and dispute procedures. Ensure that adequate management controls are in place and working to provide reasonable assurance that resources are protected from fraud, waste, and misuse.

g. Appoint alternate certifying officers and sufficient cardholders in conjunction with the DRM budget office and establish purchase limits.

h. **Investigate any questionable purchases.** Verify that purchases were for official government use and that the items were authorized. Ensure that the cardholders are using mandatory sources. It is your responsibility to resolve any questionable purchases by having the cardholder return the item(s) and show you the receipt where the charge was credited back to the account, or get a certified check or money order for the full amount of the purchase. The certifying officer will ensure resolution of suspected misuse and take disciplinary action as necessary. Contact DOC GPC Team to have cards revoked for suspected misuse.

i. Review Appendix B, Cardholder Instructions and ensure your cardholders are in compliance with guidance. CO/ACO must retain the certified billing statements IAW the MARKS filing system for a period of three years.

j. Upon notification of departure, contact DOC's GPC Team to schedule an appointment for your incoming replacement. The GPC Team will arrange an appointment for desk-side training for your replacement in the event he/she is unable to attend the scheduled training for that period. If receiving desk-side training as a CO/ACO/CH you must schedule a future appointment to attend mandatory classroom training. Failure to attend classroom training will result in suspension of the account. The program cannot be left in place without a CO.

k. When a cardholder is departing, complete the Destruct Notice (Exhibit 8) and submit to DOC GPC Team via handcarry or fax. Cardholder(s) must forward credit card files to the CO prior to departing the unit.

l. If a cardholder departs or is on leave, TDY, etc., you are responsible for ensuring that the Statment of Account (SOAs) is completed. Cardholder's documentation must be left with you for review of the purchases. If you and the cardholder are to be absent, it is your responsibility to ensure that an alternate CO is in place to certify the Billing Account Statement (BAS).

(1) If the cardholder is absent and prior arrangements have not been made, the billing account statement must not be held up. The CO/ACO will act on the cardholder's behalf as outlined in the Customer Automation Reporting Environment (C.A.R.E.) **Please note that in the cardholder's absence no one can use his/her card, the only one authorized to use the card is the person it was whose name it bears.**

(2) Procedures should be established in your office to cover the CO in his/her absence. Alternates should be appointed and they must also have completed all the paperwork and training necessary to become an ACO.

m. Lost or Stolen Bankcard. If a card is lost or stolen, the cardholder must contact the bank and the certifying officer immediately (U.S. Bank 1-888-994-6722). Provide the following information to DOC GPC Team outlined in a memorandum: cardholders complete name, card number, the date of the loss/theft was reported to the police, date bank was notified, and any purchase(s) made on the day the card was lost/stolen.

A new card will be mailed to the Cardholder within two (2) business days from the date that it was reported to the bank. A new account number will also be assigned to the cardholder.

BILLING ACCOUNT STATEMENT/CERTIFYING PROCEDURES: The Bank's billing cycle ends the 23rd of the month. The CO/ACO has until the 28th of each month to certify their bills. Failure to certify the bill on the 28th of the month will result in suspension of the account NLT the 29th of the month, unless prior arrangements are made with the DOC GPC Team.

APPENDIX B

**CARDHOLDER INSTRUCTIONS
FOR USE OF THE
US GOVERNMENT PURCHASE CARD**

1. **APPOINTMENT AND CARD RECEIPT.** After attending the mandatory training and submitting the proper documents to DOC GPC Team, you will receive a letter of delegation appointing you as a cardholder. Your card(s) should arrive in about two weeks. When you receive your card(s), you should immediately acknowledge receipt of the card by calling the bank (1-888-994-6722) to activate your account. A Voice Response Unit (VRU) requiring the use of a touch-tone phone will move you through the account activation process. You must be familiar with the limits assigned to you by your agency in order to activate your account. Cardholders/COs should coordinate closely with their unit mail personnel to ensure that the card(s) are not returned or forwarded. If the cardholder is not available, the card(s) should be given to the CO. If your card is not received within 10 days, contact the bank to verify the shipped to address along with the status of your card.

2. **DOLLAR LIMITS ASSOCIATED WITH THE CARD.** Your single purchase limit and monthly purchase limits will be shown in your letter of delegation. **You must track your purchases to stay within your limits.** Charges not shown on your monthly statement will be carried over into the next month and charged against that month's limit. If you do not feel your purchase limits are adequate, contact your CO. The CO, your budget representative and the Directorate of Resource Management (DRM) budget office must approve all requests for change to purchase limits prior to submitting to the DOC GPC Team.

3. **AUTHORIZED USE OF THE CARD.**

a. Your unique Government VISA card will have your name embossed on it. **Only the designated cardholder may use the card. Use of the card by anyone other than the designated cardholder will result in termination of the cardholder's account.**

b. Use of the card must meet conditions stated (See Exhibit 6 Functional Proponent list).

(1) THE FIRST REQUIREMENT IN ANY PURCHASE - DO YOU HAVE THE FUNDS TO PROCURE? IF SO, DO YOU HAVE VALID AUTHORITY FOR THE PURCHASE? If you cannot give a valid authority for the purchase when the auditor checks your files, other than "my supervisor told me to buy it", you should do some research before you make the purchase. CAUTION: Funds for credit card purchases expire with the fiscal year (FY).

No new purchases may be made unless a Continuing Resolution is signed or the Budget is passed. Prior to spending during a Continuing Resolution you must obtain approval from the DRM budget office. Otherwise, don't spend what you don't have.

(2) Cardholders must comply with all applicable parts of the Federal Acquisition Regulation (FAR), any supplements thereto, the Army SOP dated 31 July 2002, and the Fort Carson Directorate of Contracting GPC Standing Operating Procedures(SOP) Supplement to the Army SOP, Unit/Activity SOP, and any other regulations, laws and procedures pertaining to the Government Purchase card.

(3) Effective 1 October 2002, it is mandatory that all cardholders purchase office supplies and products from the SSSC store on Fort Carson - Envision Xpress, 1400 Specker Avenue, Building 735, Fort Carson, CO 80913, telephone: 719-576-8096. If required products cannot be furnished by Envision, it is mandatory that cardholders use one of the Army Blanket Purchase Agreements (BPAs) on the DoD EMALL <http://dodemall.dla.mil> for the purchase of office products. Once a cardholder has attempted to obtain office supplies from both Envision and the Army BPAs and documented occurrences, they must follow the guidance below:

(4) Check the mandatory sources: In accordance with FAR Part 8.001(a)(b)(c). Priorities for use of Government supply sources. Except as required by 8.002, or as otherwise provided by law, agencies shall satisfy requirements for supplies and services from or through the sources and publications listed below in descending order of priority

(a) Supplies:

- (i) Agency inventories;
- (ii) Excess from other agencies
- (iii) Federal Prison Industries, Inc. (Mandatory usage);
- (iv) Products available from the Committee for Purchase From People Who Are Blind or Severely Disabled (See Subpart 8.7(Javits-Wagner-O'Day Act(JWOD));
- (v) Wholesale supply sources, such as stock programs of the General Services Administration (GSA), the Defense Logistics Agency, the Department of Veterans Affairs, and military inventory control points;
- (vi) Mandatory Federal Supply Schedules;
- (vii) Optional use Federal Supply Schedules;

(viii) *Government Services Administration (GSA) and

(viii) Commercial sources (including educational and nonprofit institutions).

***Note:** Purchasing from a GSA contract is an authorized purchase (unless the items being purchased are restricted by the Ary SOP, DOC SOP SUP, unit SOP, law, or regulation) Determining price reasonability is not necessary when purchasing from a GSA Schedule. However, if GSA has an item you wish to purchase and the price is unreasonable compared to the same item on the economy, you may purchase the most reasonably priced product. If the item is available through NIB/NISH, Envision Xpress or the DOD Email , it is mandatory that you purchase their product regardless of the price.

(b) Services.

(i) Services available from the Committee for Purchase From People Who Are Blind or Severely Disabled (Mandatory usage);

(i) Mandatory Federal Supply Schedules;

(iii) Optional use Federal Supply Schedules; and

(iv) Federal Prison Industries, Inc., or commercial sources (including educational and non-profit institutions).

(4) All FC Form 68-7(s) must be completed with proper signatures annotated prior to purchasing any supplies/services.

(5) A single purchase may be comprised of multiple items all purchased at one time. However, if you have a purchase requirement that exceeds \$2500 you are not authorized to split the purchase to stay within your single purchase limit (i.e. if you buy one computer costing \$2,500 today and another computer tomorrow costing \$2,500 because you needed two computers, this would be a split purchase). Maximum single purchase limit allowable is \$2,500 and \$2,000 for construction.

*Note: If the requested (single) item exceeds \$2,500 you will need to contact the systems administrator at DOC, 719/ 526-5259.

(6) All items purchased over the counter must be immediately available. **No backordering is allowed.**

(7) The merchant must deliver all items purchased by telephone order within the 30-day billing cycle. The order should not be placed without this assurance. Remind merchants not to bill until item(s) are shipped.

(8) All items purchased during one telephone transaction must be delivered in a single delivery. If the item(s) are not immediately available, and cannot be delivered as one order, find another source of supply. **DO NOT BACK ORDER.**

(9) When purchasing items by phone or over the counter, the cardholder should inform the merchant that it is for Official US Government purposes and therefore **is not subject to sales tax.** The card will be imprinted with "US Government Tax-Exempt" for additional clarification. **If the vendor does charge tax it must be paid. Sales tax is not a valid reason to dispute. It is the responsibility of the cardholder to contact the vendor for credit.** You will then have to make sure the credit goes through on the next statement.

(10) **See Army SOP, page 14 for additional details regarding cardholder responsibilities**

(11) Purchase of telecommunications equipment, non-expendable accountable property, and ADP hardware or software under \$2500 is allowed providing all required property book and DOIM approval(s) are obtained prior to purchase. You must also have valid authority.

(12) Blanket Purchase Agreements (BPA), will be established by DOC for recurring requirements in order to prevent split purchases.

4. UNAUTHORIZED USE OF THE CARD. Prior to making any purchase, review the list of Unauthorized Purchases with the GPC card (See Army SOP, Appendix D).

a. **DO NOT COVER AFTER-THE-FACT PURCHASES WITH YOUR CREDIT CARD.** This is improper use, your card will be terminated.

b. If there is still questionable doubt pertaining to a purchase contact the legal office(JAG) and DRM budget office. If these agencies are unavailable then contact DOC GPC Team 719/ 526-6595/6597/4452.

5. ORAL PURCHASE PROCEDURES.

a. Oral procedures may be used to acquire supplies or services that can be described in sufficient detail so that the parties to the agreement have a clear understanding of what is being acquired.

b. When placing a telephone order to be paid using the GPC card, the cardholder will:

(1) Apply the same procedures used above to order over the phone and the below listed additions.

(2) Confirm that the vendor agrees to charge the credit card when shipment is made, the order is complete in one shipment, and the merchant will deliver within the 30 day billing cycle.

(3) Instruct the vendor to include the following information on the shipping document or packing slip:

- Directorate/Agency Name;
- Cardholder name;
- Building/room number, street address, city & state;
- Cardholder telephone number;
- The term "Credit Card."
- **Make sure that they do not put your card # on the outside of the package.**

This information will alert receiving offices and the cardholder that the items were purchased with the credit card.

6. DOCUMENTATION, RECONCILIATION AND PAYMENT PROCEDURES:

a. When a purchase is made that will be paid using the GPC card, whether it is done over the counter, by mail, or by telephone, documentation must be retained in the credit card file to back up the purchase. This documentation must show the decision making process, e.g. mandatory sources were checked, special requirements, fair and reasonable price determinations, sole source determinations, billing official approval and requestors' signature verifying receipt, etc. When a purchase is made over the counter, the cardholder is to obtain a customer copy of the charge receipt, which will become the accountable document (make sure all carbons are destroyed). If the cardholder calls in an order and someone other than the cardholder picks up the order, they should not sign the charge slip. Have the vendor annotate that the order was taken over the phone and picked up by: (annotate the person's name).

b. U.S. Bank will provide and distribute the SOA to the cardholder for any month in which charges have been made. If the cardholder has no charges for the month, no charges will appear within C.A.R.E. You can check with your CO, they can verify the billing statement for charges. The SOA is made available in C.A.R.E. the 24th of each month. (See C.A.R.E How To Manual)

c. If for some reason the cardholder does not have backup documentation, they must maintain on file an explanation to include. (description of the item, date of purchase, merchant's name and why there is no supporting documentation).

d. The cardholder is responsible for the following:

(1) Reconciling purchases, maintaining the mandatory Transaction Log, and approving the SOA in C.A.R.E.

(2) Forwarding the Questioned Item forms (QIF)(if applicable), and all backup documents to the certifying officer.

(3) Retaining complete and accurate files. Records retention and disposition procedures and agency directives should be followed in accordance with AR 25-400-2 MARKS filing system, file number (FN) 715j.

(4) Ensure the certifying officer has documentation to approve the SOA in your absence. Cardholders will verify purchases with the CO when they return to duty.

7. BILLING ERRORS AND DISPUTES:

a. If your statement lists a transaction for merchandise that has not been received, you have up to 60 days to complete QIF. Call the vendor and maintain follow-up documentation. If you have not received the merchandise by the next billing statement. Do the QIF. The original QIF must be faxed directly to the bank; address is on the bottom of the form. If there are charges on your billing statement that were not authorized by you, contact the vendor first for resolution. If the problem cannot be resolved then process the QIF immediately.

b. If items purchased with the card are found to be defective, the cardholder has the responsibility to obtain replacement or correction of the item as soon as possible. If the merchant refuses to replace or correct the faulty item, then the purchase of the item will be considered in dispute, do a QIF.

8. CONTACT WITH THE BANK.

The bank should be contacted only to report a lost/stolen card, re-issuance of lost/stolen card or request another password to obtain access in C.A.R.E. if the initial password provided by the GPC Team was misplaced or forgotten. All other questions should be directed to the DOC GPC Team 719/ 526-6595/6597/4452.

9. LOST OR STOLEN CARDS

a. Immediately notify the Bank first, secondly your CO in the event your card has been lost or stolen or if you believe your account number has been compromised in a fraudulent manner. U.S. Bank can be reached at 1-888-994-6722.

b. If a card is found after being reported lost/stolen, cut it in half, complete the Destruction Notice, and forward it to the DOC GPC Team.

APPENDIX C

RESOURCE MANAGER RESPONSIBILITIES

The Resource Manager will, in coordination with the Command and the Agency Program Coordinator, determine the cardholder's thirty-day spending limit and the certifying officer's credit limits, then use these limits to budget purchase card buys. Tenant organizations will be provided with purchase cards citing the tenant's direct funds to reduce the administrative workload associated with reimbursing the host for these purchases.

The CO is responsible for ensuring that the correct fiscal year is cited on the billing statement.

INTEREST PENALTIES - The Prompt Payment Act requires that Billing Account Statements be paid within 23-30 days of receipt. If this payment is not made, interest must be paid to the bank on the unpaid balance. However, if the payment is not paid on time, Vendor Pay will compute and assess an interest payment penalty and charge it to an account provided by the certifying official's resource manager. The resource manager must identify this accounting classification to Vendor Pay at the time the certifying official's account is established. This information should be provided to the Agency Program Coordinator.

MOBILIZATION QUESTIONS- Coordinate mobilization requirements with the Directorate of Resource Manager, (DRM) and Agency Program Coordinator, (GPC Team).

SUMMARY - The changes in Resource Management mandate the use of an advance reservation of funds (bulk funding) for all cards used exclusively for micro purchases. This change also stresses that only one line of accounting will be used per card. The Accounting classification must be entered on the Master Accounting Code field when setting up new and existing cardholder accounts.

I.M.P.A.C. APPOINTMENT REQUEST

THRU: RESOURCE MANAGER

TO: DOC

Request I.M.P.A.C. Training for the Following: Cardholder:

Billing Official:

Alternate Billing Official:

Name of Cardholder:				Rank:
Duty Address:				Duty Phone (w/ area code) :
				Rank:
Name of Billing Officer:				Duty Phone (w/ area code)
Duty Address:				
				Monthly Limit:
Account Already Established:	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
if yes, name of person replacing:				
Rank/Grade and name of Alternate Official:				
Card Categories	Check Card Category Desired	Single Purchase Limit (\$2,500 max)	30-Day Purchase Limit	APC
Supply				UIC
Service				
Food (Special Request)				DODAAC
Medical (Special Request)				
FUND CITE:				
Budget Officer/Fiscal Manager Signature:				Date:
NOTES:				
Commander/Director Signature (please print)				Date:
Commander/Director Signature				
Resource Manager Signature (please print):				Date:
Resource Manager Signature				

(THIS SECTION FOR DOC USE ONLY)

	AO	CH	AAO
Training Complete			
Proc Integrity Forms			
Date SOP Approved			
Delegation Memo Provided			

FC FORM 68-8-E, dtd 25 Feb 02

CARDHOLDER STATEMENT OF QUESTIONED ITEMS

PURCHASING CPP

CARDHOLDER NAME (Please print or type)

ACCOUNT NUMBER

CARDHOLDER SIGNATURE

DATE

(AREA CODE) TELEPHONE NUMBER

The transaction in question as shown on Statement of Account

Transaction Date

Reference Number

Merchant

Amount

Statement Date

Please read carefully each of the following situations and check the one most appropriate to your particular dispute. If you have any questions, please contact us at 888-99-IMPAC (888-994-6722). We will be more than happy to advise you in this matter.

1. UNAUTHORIZED MAIL OR PHONE ORDER

☐

I have not authorized this charge to my account. I have not ordered merchandise by phone or mail, or received any goods or services.

2. DUPLICATE PROCESSING - THE DATE OF THE FIRST TRANSACTION WAS

☐

The transaction listed above represents a multiple billing to my account. I only authorized one charge from this merchant for this amount. My card was in my possession at all times.

3. MERCHANDISE OR SERVICE NOT RECEIVED IN THE AMOUNT OF \$

☐

My account has been charged for the above transaction, but I have not received the merchandise/service. I have contacted the merchant but the matter wasn't resolved. (Please provide a separate statement detailing the merchant contract and the expected date to receive the merchandise.)

4. MERCHANDISE RETURNED IN THE AMOUNT OF \$

☐

My account has been charged for the above listed transaction, but the merchandise has since been returned. *Enclosed is a copy of my postal/UPS receipt*.

5. CREDIT NOT RECEIVED

☐

I have received a credit voucher for the above listed charge, but it has not yet appeared on my account. A copy of the credit voucher is enclosed. (Please provide a copy of this voucher with this correspondence.)

6. ALTERATION OF AMOUNT

☐

The amount of this charge has been altered since the time of purchase. Enclosed is a copy of my sales draft showing the amount for which I signed. The difference of amount is \$

7. INADEQUATE DESCRIPTION/UNRECOGNIZED CHARGE

☐

I do not recognize this charge. Please supply a copy of the sales draft for my review. I understand that when a valid copy is sent to me, a Statement of Questioned Item Form must be provided and will include the copy of the sales draft if a further dispute exists. If a copy of the sales draft cannot be obtained, a credit will appear in my account.

8. COPY REQUEST

☐

I recognize this charge, but I need a copy of the sales draft for my records.

9. SERVICES NOT RENDERED

☐

I have been billed for this transaction, however, the merchant was unable to provide the services.

☐

Paid for by another means. My card number was used to secure this purchase, however final payment was made by check, cash, another credit card or purchase order. Enclosed is my receipt, canceled check (front and back), copy of my credit card statement, or applicable documentation demonstrating that payment was made by other means.)

10. NOT AS DESCRIBED

☐

(Cardholder must specify what goods, services, or other things of value were received.) The item(s) specified do not conform to what was agreed upon with the merchant. (The cardholder must have attempted to return the merchandise and state so in their complaint.)

11. IF NONE OF THE ABOVE REASONS APPLY - PLEASE DESCRIBE THE SITUATION:

(Note: Please provide a complete description of the problem, attempted resolution and outstanding issues. Use a separate sheet of paper, if necessary, and sign your description statement.)

Send To:

I.M.P.A.C. Government Services, P.O. Box 6347, Fargo, ND 58125-6347

Fax: 701-461-3466



REPLY TO
ATTENTION OF

DEPARTMENT OF THE ARMY
HEADQUARTERS, 7TH INFANTRY DIVISION AND FORT CARSON
DIRECTORATE OF CONTRACTING
1850 MEKONG STREET
FORT CARSON, COLORADO 80913-4323

February 4, 2003

Office of the Director

To Whom It May Concern

Purchases made using the U.S. Army Government Purchase Card (GPC) by Department of the Army soldiers and civilians at Fort Carson and supported activities are tax-exempt. The tax-exempt number for Fort Carson is J353636.

Any questions concerning the status of any GPC/VISA card should be directed to the Directorate of Contracting GPC Team, Fort Carson, CO, Ms. Ernestine Mosley, (719) 526-4452; Ms. Jerlene Dodd, (719) 526-6595; and Mrs. Patricia Richmond, (719) 526-6597.

Sincerely,

A handwritten signature in black ink, reading "G. Brian Foulkes", is positioned below the word "Sincerely,".

G. Brian Foulkes
Director of Contracting

Exhibit 1

As of February 2003

UNIT	CATEGORY	EXAMPLES	CONTACT	PHONE
DOIM	ADPE HARDWARE/SOFTWARE	Hard drive; programs, printers, motherboards	Peter Gates	526-0676
		FC 68-7 may be faxed to 526-1140		
	FAX MACHINE		Peter Gates	526-0676
	COPIERS		Doris Davis	526-5915
	WIRELESS COMMUNICATIONS	Cellular Telephones/Air Time; Pagers	Elaine Aragon	526-5710
	TELEPHONE	Telephones/Telephone repair	Frank Padilla	526-2616
	BSTRS		Barb Vanis	524-3536
	LMR/FREQUENCY MANAGER		SFC Wilson, Glen	526-4909
	PROPERTY ACCOUNTABILITY		Paul Hubbard Ronnie Merida	526-2615 526-6966
	MOTOR VEHICLE RENTAL/LEASE	TMP Availability	James Adams	526-3367
REGIONAL TSC	TRAINING AIDS	Simulations, Simulators, Devices, AIDS	Al Wrany	526-2249
	VISUAL INFORMATION	VCRs & Blank Video Tapes other than VHS/S-VHS, Cameras, Video Cameras of all types, Photography and Video Shooting Services, Public Address/Presentation Services, Videotape Products, PA Equipment, Audiovisual Equipment, Audio or Video Production Services & Products, Color Printers/Color Copiers/Large Format Plotters (Call DOIM).	Al Wrany	526-2249
DPW	CONSTRUCTION/SELF-HELP	Materials to ensure meet safety standards (DA FM 4283) (paint, wood, etc.)	Larry Haack	526-5165
	CUSTODIAL FACILITY/SERVICES	Janitorial; Trash Pickup	Fred Buckner	526-6241
PAO	NEWSPAPER/MAGAZINE ADS		SFC Yocum Doug Rule	526-3420 526-1241
DOL	DANGEROUS ITEMS	Explosives, munitions	Rene Weatherby	526-9086
	DEPOT NSN ITEMS	Depot items (see AMDF)	CW4 Sampson	526-9094

As of March 2002

ORGANIZATION	CATEGORY	EXAMPLES	CONTACT	PHONE
DOL HMCC	HAZARDOUS MATERIALS CONTROL CENTER (HMCC)	Toxins, Solvents, Cleaning Compounds, Hazardous Chemicals, Compressed Gases	Bob Gravelle Gail Mixon	526-4210 526-9086
		Chemicals, Paints, Dopes, Varnishes, Preservatives, Sealing Compounds, Adhesives, Oils, Greases, and Engine Coolants	Bob Gravelle Gail Mixon	526-4210 526-9086
DECAM	NONHAZARDOUS CLEANING SOAPS, COMPOUNDS, EMULSIFIERS	Soaps, Degreasers, Cleaning Compounds	Richard Pilatzke Harold Noonan	526-1730 526-1697
	OZONE DEPLETING SUBSTANCES	Halons/CFCS (refrigerants)-authorized units, Aerosols	Tami Morton	526-1708
	APPLIANCES	Air conditioners, Refrigerators, etc.	Tami Morton	526-1708
	CHEMICALS	Pesticides/Herbicides, Chemical Snow Melt, Fertilizer,	Robert Stone	526-5141
	TREES, PLANTS, FLOWERS		Pat McCusker	526-1696 526-1666
	RECYCLED CONTENT ITEMS	Office products and park and recreation items	Kelly O'Neill	525-6838
SAFETY	STANDARDS AND CODES		Gerald Martin	526-2123
PRINT PLANT	ALL PRINTING/COPYING	Must use IMPAC /VISA Card for all Printing		526-3300
UNICOR	FURNITURE	All furniture items (must provide specifications)	Larry Gelhaar	303-940-6088
*NIB/NISH MANDATORY SOURCE	ANY SUPPLY OR SERVICE AVAIL- ABLE FROM NIB/NISH NEEDING TO BE PURCHASED WITH GOVERNMENT FUNDS	Office supplies and office products, service capabilities, janitorial products, disposable cups, plates flatware, and bathroom tissue,		
EACH Env PH&S	BOTTLED WATER	Any water		526-3231
DRM MISSION SPT	OBLIGATION AUTHORITY		Resource Manager	
DOC	IMPAC PROGRAM MANAGER/ ALTERNATE		Ernestine Mosley Jerlene Dodd SFC Keeter	526-4452 526-6595 526-6597

Exhibit 3

Cardholder's Government Purchase Card file must contain:

1. Copy of Appointment/Delegation Letter of CO/ACO/CH.
2. Fort Carson Government Purchase Card SOP.
3. Organization Internal SOP.
4. Credit Card Purchase Log, (Electronic log in C.A.R.E).
5. Original Statements of Accounts (SOA).
6. Supporting documents: are any and all backup documentation that pertains to the purchase(s) made by the cardholder. FC Form 68-7, request for supply/service/construction **must** be kept in the following order.
 - a. Evidence, Memorandum For Record (MFR) stating that mandatory sources were checked. If mandatory sources are not used, copies of waivers or reasons stating must accompany.
 - b. PBO, DOIM, Safety Office, TASC, etc. approvals (See Exhibit 4)
 - c. Maintain all Receipts/Packing Slips etc. for purchases. Receipts **must** be arranged in the order with the first line item listed on the SOA.
 - h. Property Accountability procedures were followed (provide copies of documentation DA Form 2062 for Non-expendable/durable items i.e cordless phones etc.).

Exhibit 2

I.M.P.A.C. DESTRUCT NOTICE

(FC and 4D Reg 715-3)

CARD NO. _____

EXP DATE: _____

NAME OF CARDHOLDER: _____

UNIT: _____

PHONE #: _____

REASON(S) FOR DESTRUCTION:

☐

Employee
Transferred

☐

Found reported
lost/stolen card

☐

Expired
Card

☐

Employee terminated/
resigned

☐

Other: _____

COMMENTS: _____

BILLING
OFFICIAL'S NAME (Please Print): _____

Phone
Number: _____

BILLING OFFICIAL'S SIGNATURE: _____

DESTRUCT DATE: _____

NOTICE: Cut card in half destroy. DO NOT return to U.S. Bank. Handcarry form to Directorate of Contracting, IMPAC Team, Bldg 6222.

IMPAC ACCOUNT MAINTENANCE

THRU: RESOURCE MANAGER

TO: DOC

DATE SUBMITTED: _____

REQUESTED EFFECTIVE DATE: _____

Cardholder:	Account Number:
Billing Official:	Account Number:

COMPLETE ONLY THOSE BLOCKS REQUIRING CHANGE

Name of Cardholder (Please Print):				Rank:	
Duty Address:				Duty Phone (w/area code)	
				Monthly Limit:	
Name of Billing Official (Please Print):				Rank:	
Name of Billing Official (Change) (Please Print):				Rank:	
Duty Address:				Duty Phone (w/area code)	
				Monthly Limit:	
Account Increase: YES		NO		Account Decrease: YES	
NO				NO	
Card Categories	Credit Card Category Changed	CH Single Purchase Limit (\$2,500 max)	CH 30 - Day Purchase Limit	APC	
Supply		From:	From:	UIC	
		To	To		
Service		From:	From:		
		To	To		
Food (Special Request)		From:	From:	DODAAC	
		To	To		
Medical (Special Request)		From:	From:		
		To	To		
Fund Cite:					
Budget Office/Fiscal Manager					
Notes:					

(Date)

Billing Official Signature

(Date)

Resource Manager Signature

SAMPLE DRAFT

(Organization)
STANDING OPERATING PROCEDURE
US GOVERNMENT CREDIT CARD PROGRAM

1. REFERENCE. Directorate of Contracting, Fort Carson, Co., SOP, US Government Purchase Card Program dated _____

2. PURPOSE. To establish procedures to control purchases by use of US Government Purchase Card by _____ personnel.
(organization)

3. Certifying officer for _____ is _____.
The alternate certifying officer is _____.
The certifying officer will establish funds availability with the resource management branch of the organization and delegate funded amounts to cardholders. All purchases will be reviewed by the certifying officer using FC Form 68-7 on a monthly basis, or more frequently if funding limits are being approached. When the certifying officer is unavailable, the alternate certifying officer will validate charges by certifying the billing statement in C.A.R.E. Purchasing will be suspended when funds are not available.

4. _____ cardholders are listed below with their
(organization)
purchase limits and items to be purchased.

Name & Grade Position/Section	Indiv Limit	Monthly Limit	Items to Purchase	Cardholder Initials
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____

5. All cardholders and certifying officer will attend training and be appointed by the Directorate of Contracting as a cardholder. All purchases shall be initiated by a FC Form 68-7, a list of materials, a service order, a memorandum for record etc. must accompany FC Form 68-7. All requests will have an estimated cost when submitted to the cardholder for purchase. Cardholders must have all authorizations and approvals prior to making a purchase.

SUBJECT: SOP, US Government Purchase Card Program

6. Cardholders will purchase supplies and/or services that fall within the mission responsibility of their job description. Cardholders will check the mandatory sources of supply and all special requirements before purchasing from the local economy.

7. Cardholders must verify funds are available by checking with the certifying officer. Cardholders shall maintain all documentation to justify their purchase(s). The file will include sales receipt, delivery ticket, and an acceptance signature of the person actually receiving the supply or service for use. Cardholders must electronically approve purchases every 3 to 4 working days to ensure all items are approved NLT the 26th of each month. The certifying officer must complete certification of the bill NLT the 28th of each month.

8. Use of the credit card by anyone (this includes the certifying officer) other than the cardholder will result in termination of the card. The only one authorized to use the card is the person whose name is embossed on the front.

9. COs signature on FC Form 68-7 validates that purchases made are correct and essential to fulfill immediate mission requirements.

10. _____ will review monthly purchases
(Certifying Officer)
and certify the billing statement in C.A.R.E.

PECUNIARY LIABILITY: Under the revised procedures, the CO may incur personal pecuniary liability for any illegal, improper, or incorrect payment processed by the department as a result of incomplete or misleading certification.

(CO Signature)

(ACO Signature)

(Title)

(Title)

(Budget Officer)

(Cardholder Signature)

CF:
Cardholder(s)
Contracting, GPC Team

*Note: Your SOP must also list the pecuniary actions in detail for misuse of the GPC card. Also, if there are multiple cardholders attach a signature page.

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UNAUTHORIZED PURCHASES

1. There are two types of unauthorized purchases involving the Government Purchase Card.

a. The first type is items for which it is **illegal** to use appropriated funds to purchase. These are items which we simply cannot buy with taxpayer funds, regardless of whether we use the credit card or a large formal contract.

b. The second type is items for which it might be legal to use appropriated funds to buy, but for accounting, management, or other reasons a **policy** decision has been made that we are not going to use the GPC card as the vehicle to make the purchase. Instead, the purchase must be made using a different credit card or through a different type of contract, such as a larger formal contract.

Illegal Use of Appropriated Funds

2. The following applies to purchases for which it is **illegal** to use taxpayer funds.

a. First, cardholders and certifying officers need to understand that this can be a complicated area of the law; that it can be a criminal violation to spend appropriated funds in a manner not authorized by the law; and that cardholders and certifying officers can be held personally liable for unauthorized purchases.

b. Therefore when a cardholder is asked by a customer to make a purchase in one of the sensitive areas listed under Prohibited Items, the cardholder needs to have the customer check with the CO, unit budget representative and the DRM budget officer to make sure that the purchase is legal. Violations of fiscal law are a very serious matter. **Therefore, you should have the customer confirm, in writing, the legality of all questionable purchases before you make the buy.** Always keep in mind that Congress provides money to DOD and to the Army for the purpose of National Defense, and we cannot use these taxpayer funds to pay for items that are the personal responsibility of individual soldiers or employees.

c. These decisions, in addition to other guidance, are published in what is called the GAO Redbook (official title is Principles of Federal Appropriations Law). The Redbook, GAO decisions, and other information from and about GAO are available at GAO's website at <http://www.gao.gov/>.

d. The following is a list of items for which there is a **general legal prohibition against using appropriated funds to buy.** Remember that it is Congress that creates the exceptions, and they do so through specific laws. **A customer does not have the authority to create an exception.** If you have desire to buy any items listed below, you need to make sure that the customer has obtained written confirmation from their supporting resource management office and/or legal office stating that the proposed use of appropriated funds is legal. The confirmation should normally identify the Comptroller General decision and/or law and regulations that authorize the purchase.

Prohibited Items

- (1) Cash Advances
- (2) Rental of Motor Vehicles
- (3) Rental or Lease of Land or Buildings (Excluding Conference Facilities)
- (4) Flags and Guidons (AR 840-10)
- (5) Purchase of Airline, Bus, Train, or other Travel Related Actives
- (6) Purchase of Food to include Meals, Drinks, Lodging, or other Travel or Subsistence Cost
- (7) Purchase of Gasoline or Oil for Government or Privately owned vehicles
- (8) Repair of Government Vehicles (GSA Vehicle)
- (9) Construction Services over \$2,000
- (10) Personal Items (e.g. gifts, coffee pots, microwaves, refrigerators, entertainment, clothing, mugs, hats, t-shirts, jewelry, etc.
- (11) Printing or Copying from off post facilities (PL 102-392 and 44 USC 501)- The GPC must be used at the Post Printing Facility except when granted a written waiver from the Fort Carson Defense Printing Automated Service, Bldg 1550.
- (12) Holiday Items (e.g. any gifts, costumes, candy, greeting cards, wrapping, ribbon, etc)
- (13) Telephone Calls
- (14) Water
- (15) Explosives, propellants and pyrotechnics
- (16) Items for any Organizational Activities, e.g. paper plates, plastic ware, cups, grills, etc.

NOTE: When confronted with a suspect buy it is a cardholder's obligation to ensure that they confirm with their technical sources that the proposed purchase is consistent with current policy regarding that type of item or service.

Exhibit 7